

# Safety net hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
220010	LAWRENCE GENERAL HOSPITAL	ONE GENERAL STREET
220011	CAMBRIDGE HEALTH ALLIANCE	1493 CAMBRIDGE STREET
220017	CARNEY HOSPITAL	2100 DORCHESTER AVENUE
220024	HOLYOKE MEDICAL CENTER	575 BEECH STREET
220031	BOSTON MEDICAL CENTER CORPORATION	1 BOSTON MEDICAL CENTER PLACE
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL	680 CENTER STREET
220066	MERCY MEDICAL CENTER	271 CAREW STREET

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Address 2	Address 3	City	State
		LAWRENCE	MA
		CAMBRIDGE	MA
		BOSTON	MA
		HOLYOKE	MA
		BOSTON	MA
		BROCKTON	MA
		SPRINGFIELD	MA

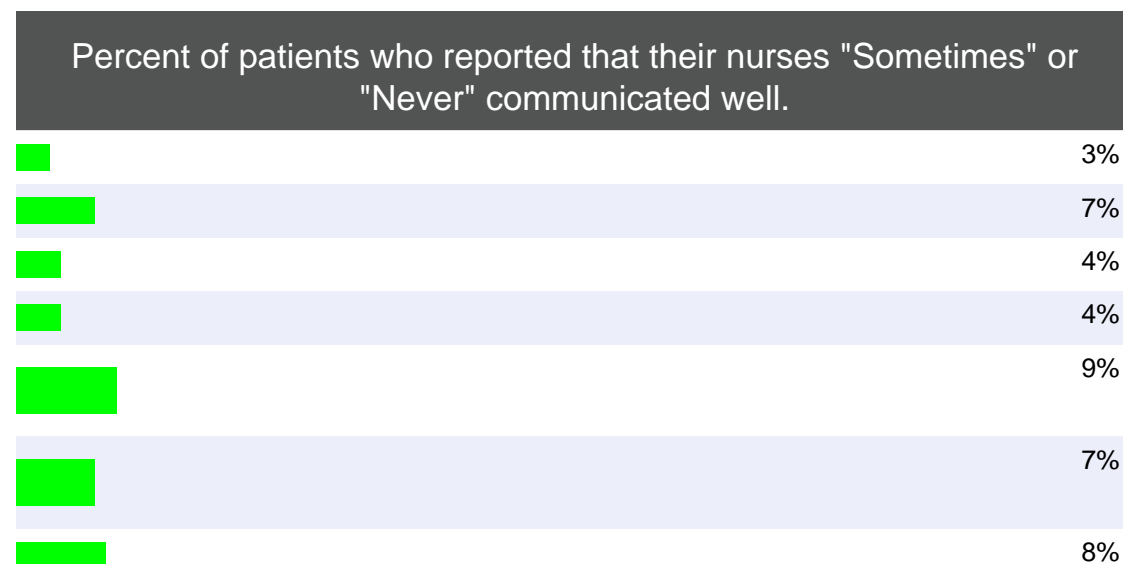
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ZIP Code	County Name	Phone Number
01842	ESSEX	9786834000
02138	MIDDLESEX	6176652300
02124	SUFFOLK	6175062000
01040	HAMPDEN	4135342500
02118	SUFFOLK	6176388000
02302	PLYMOUTH	5089417000
01104	HAMPDEN	4137489000

# Safety net hospitals

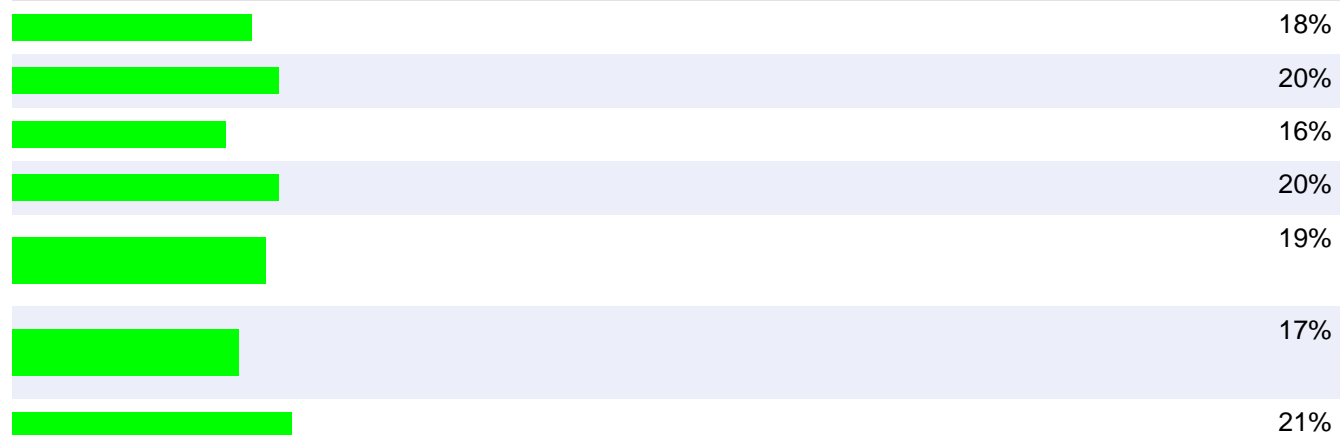
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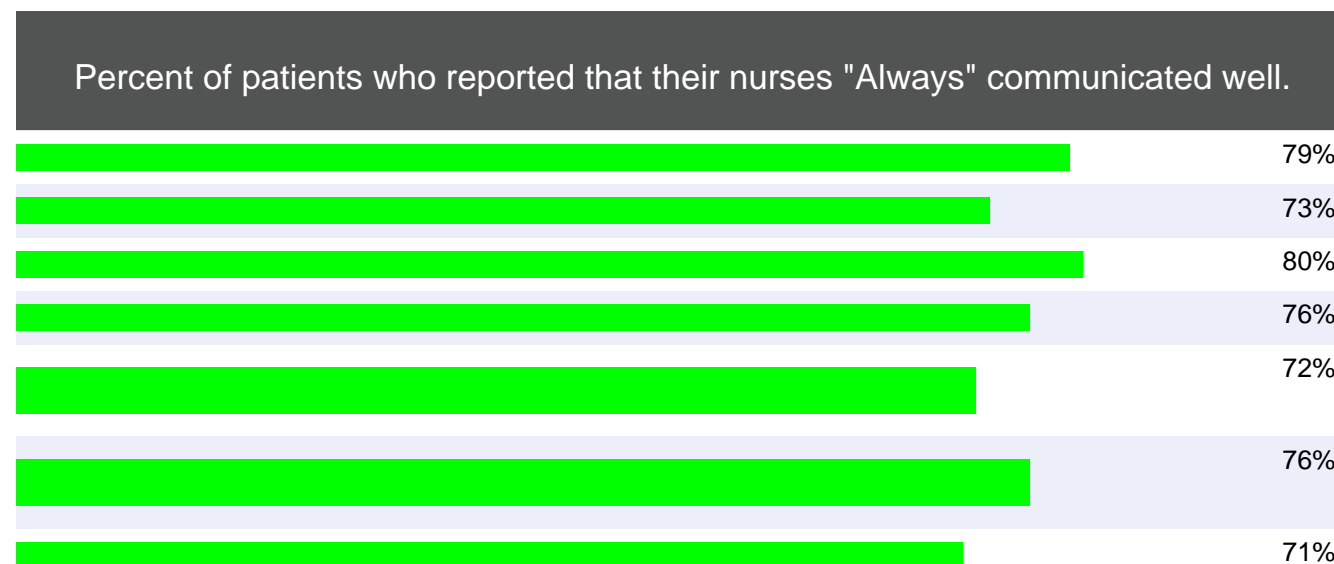
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



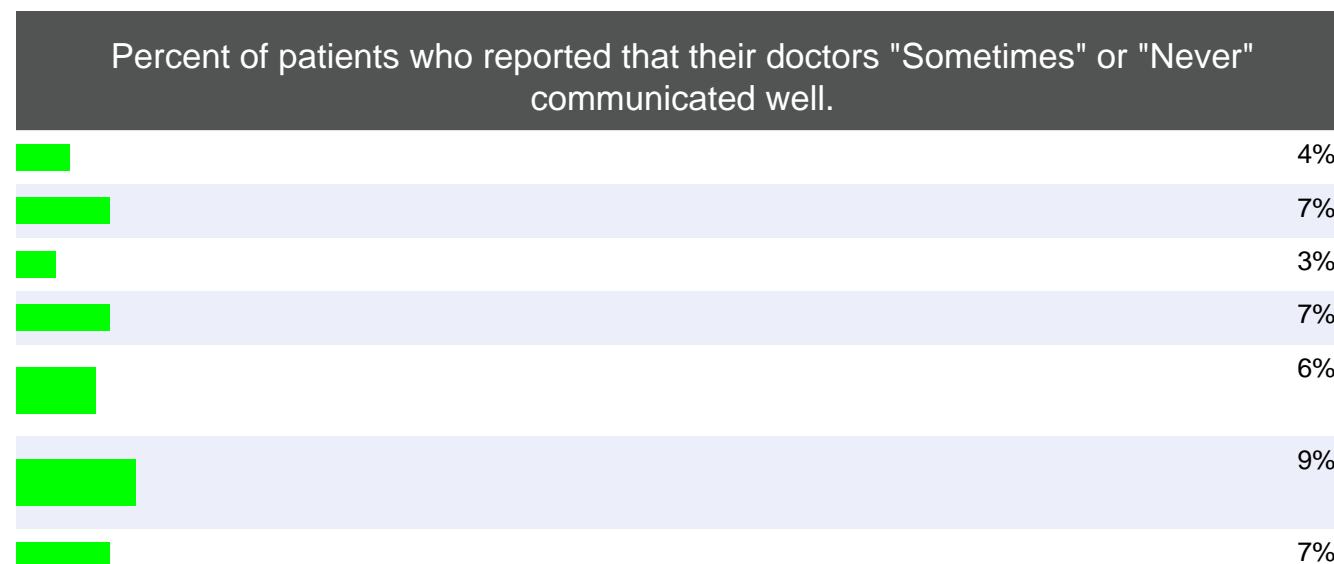
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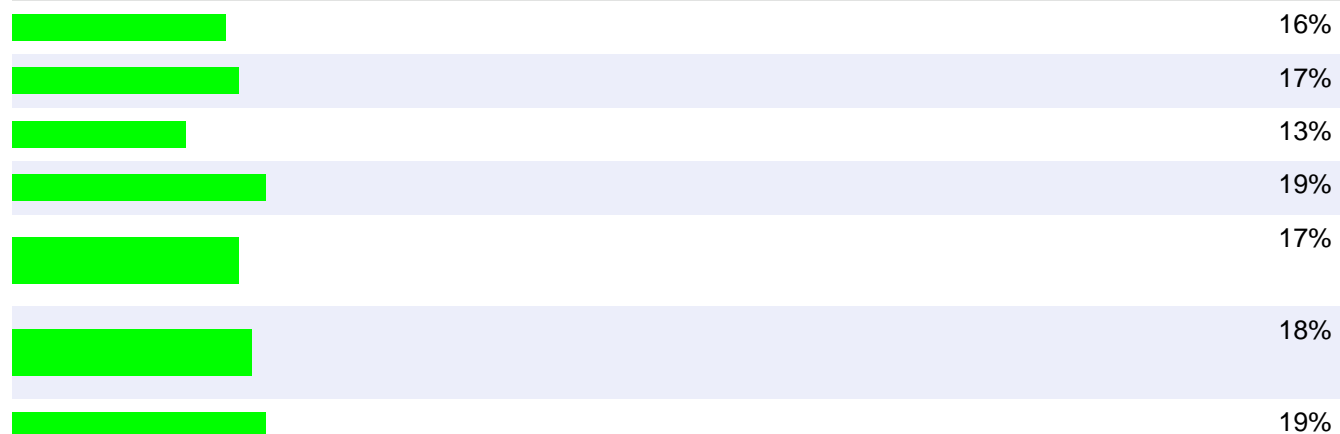
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.

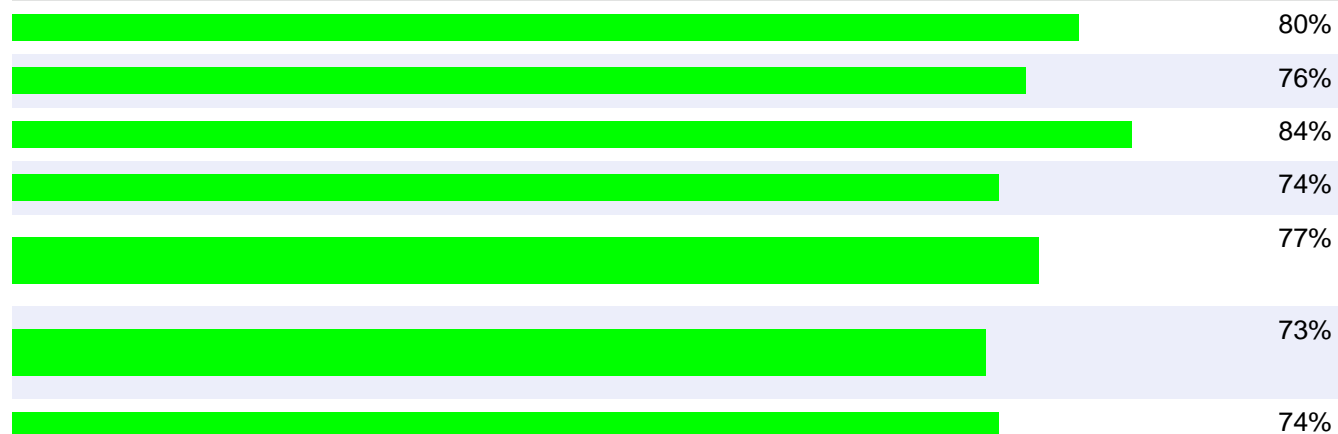




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

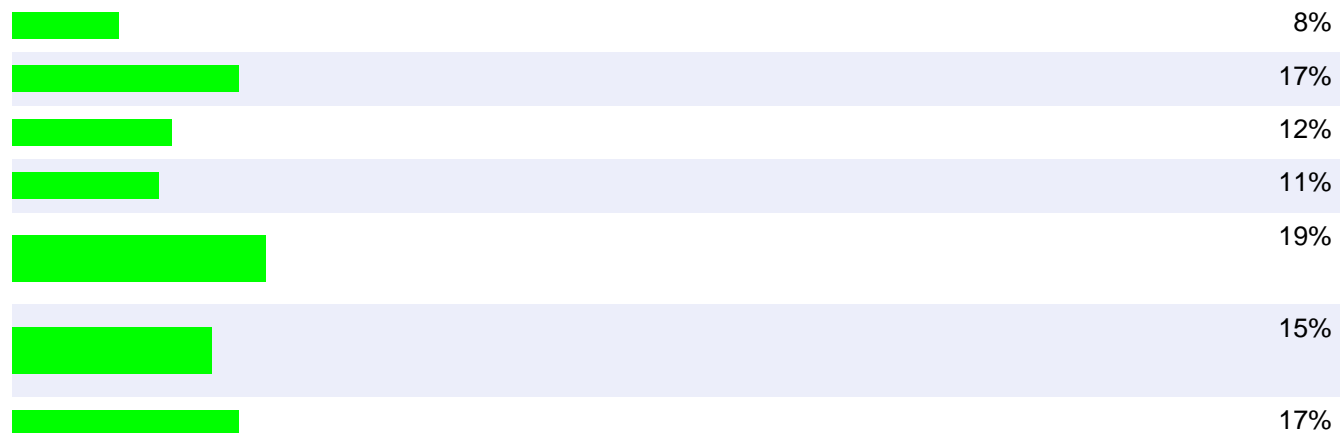
Percent of patients who reported that their doctors "Always" communicated well.



# Safety net hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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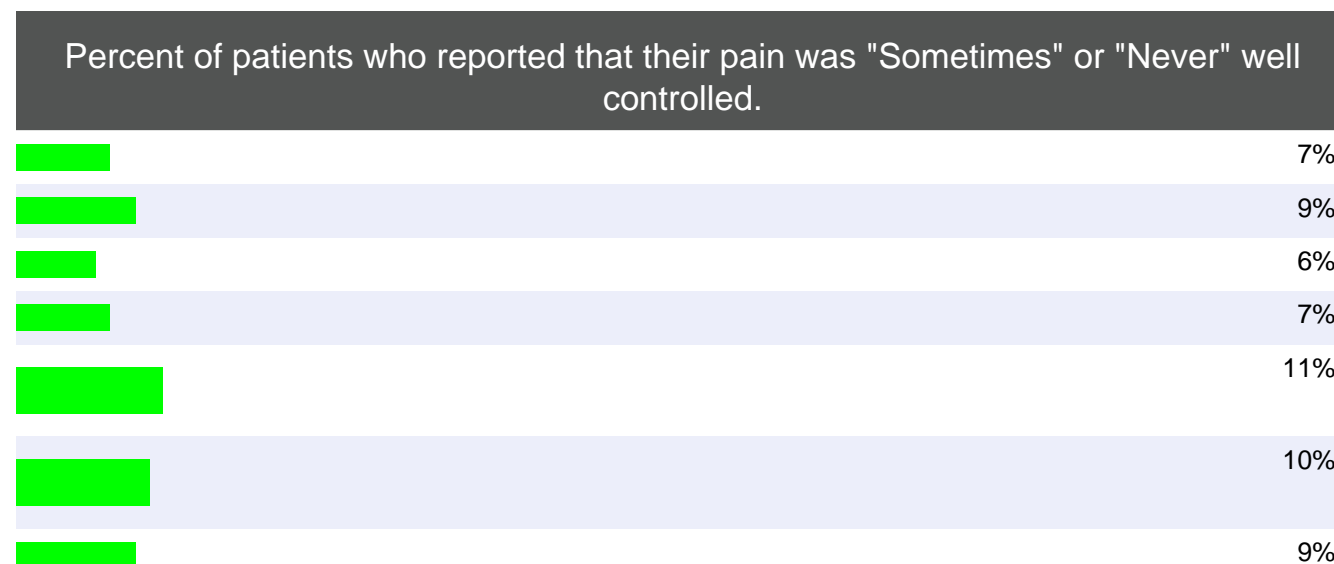
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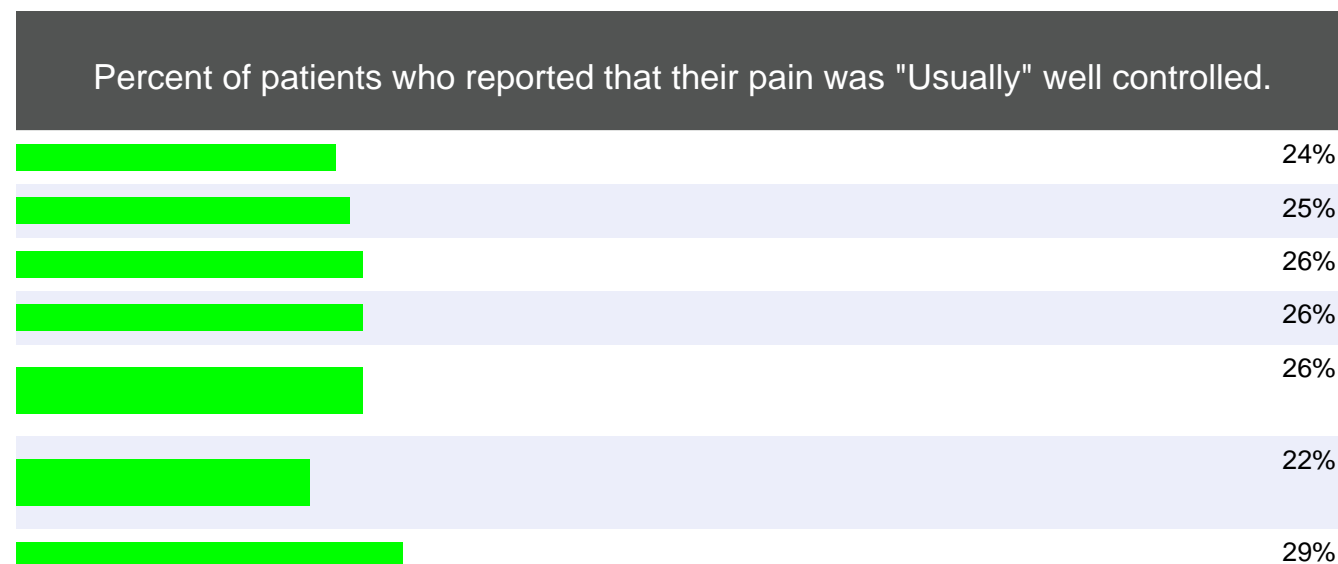
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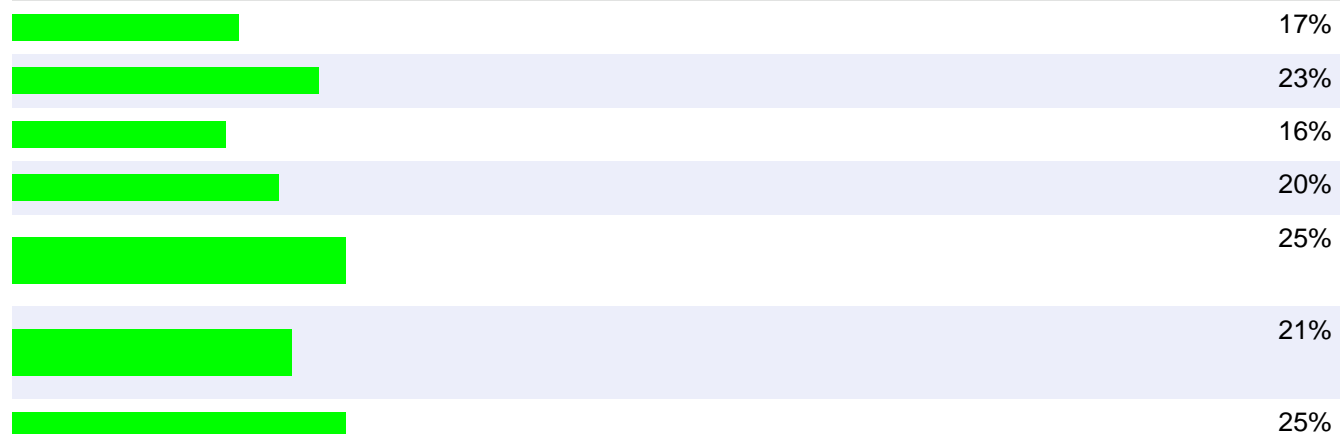
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Safety net hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

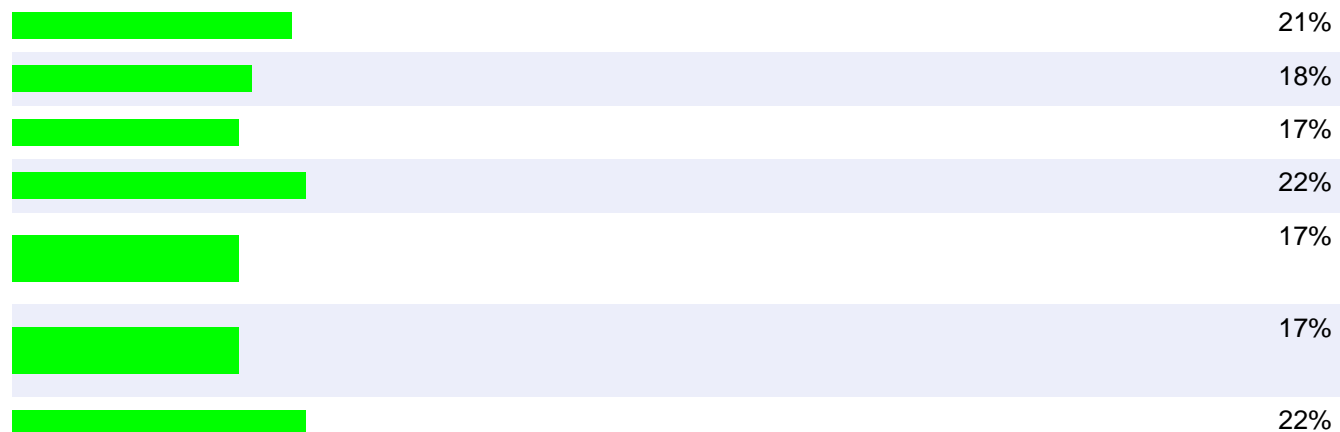




# Safety net hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

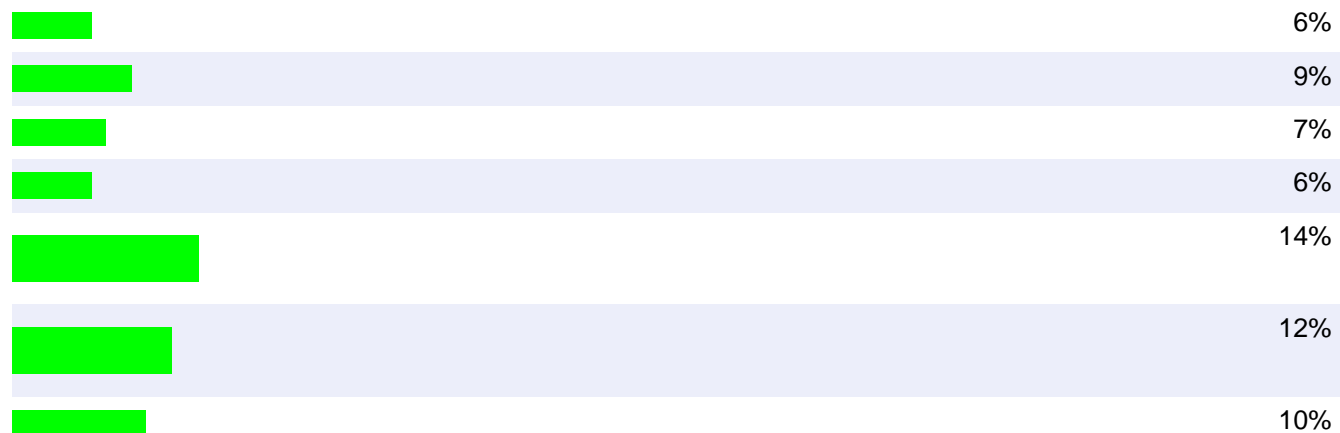
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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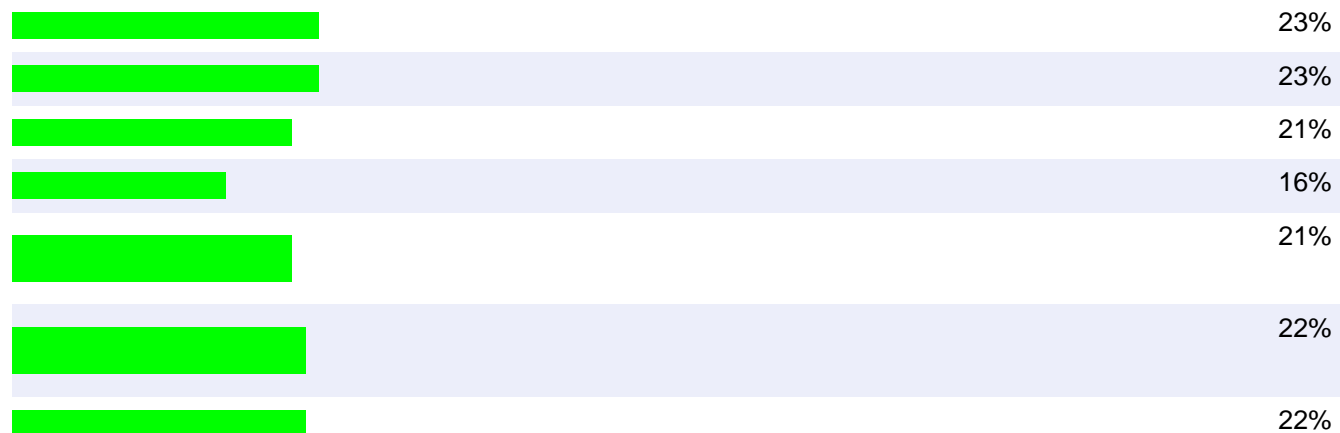
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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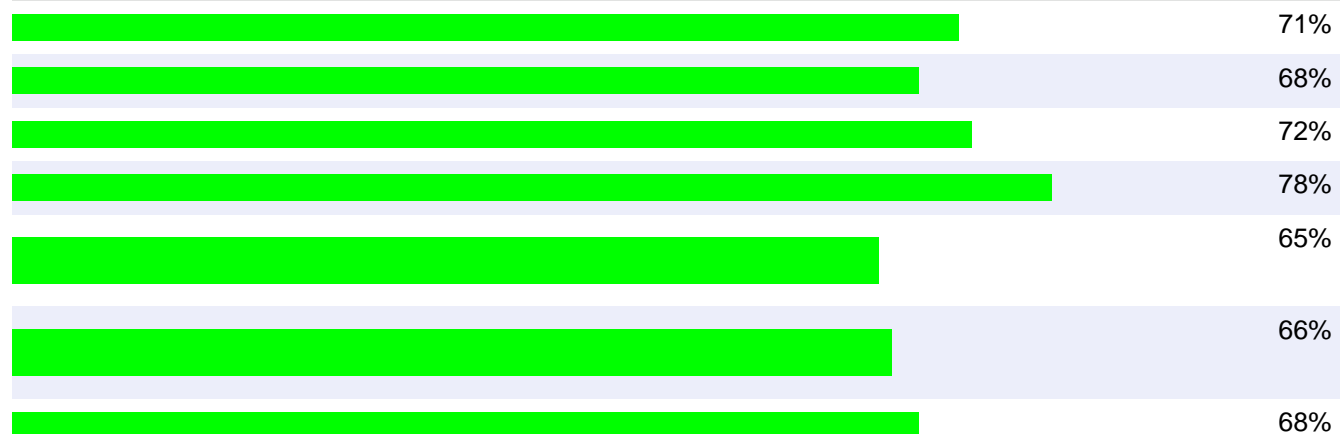
Percent of patients who reported that their room and bathroom were "Usually" clean.



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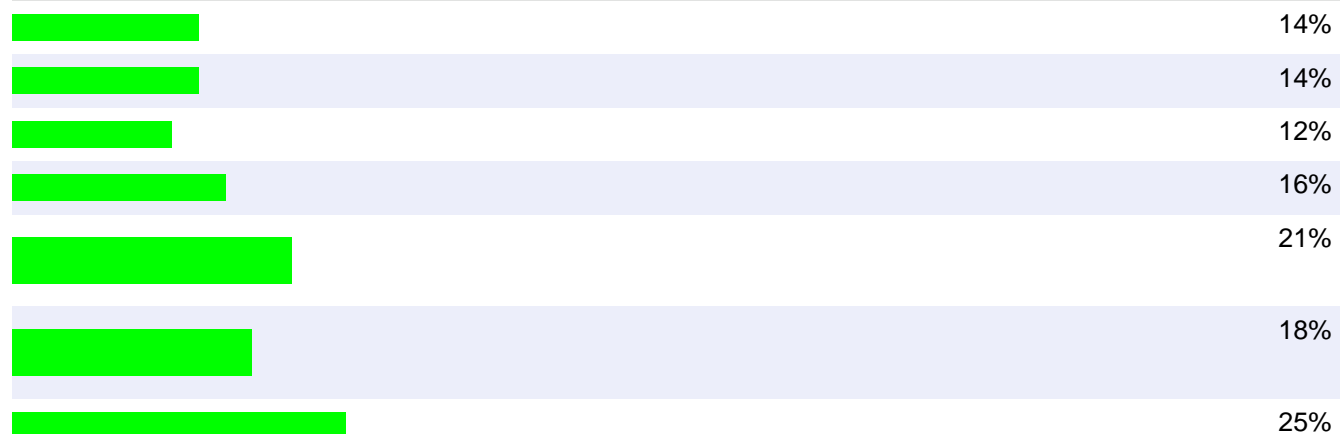
Percent of patients who reported that their room and bathroom were "Always" clean.



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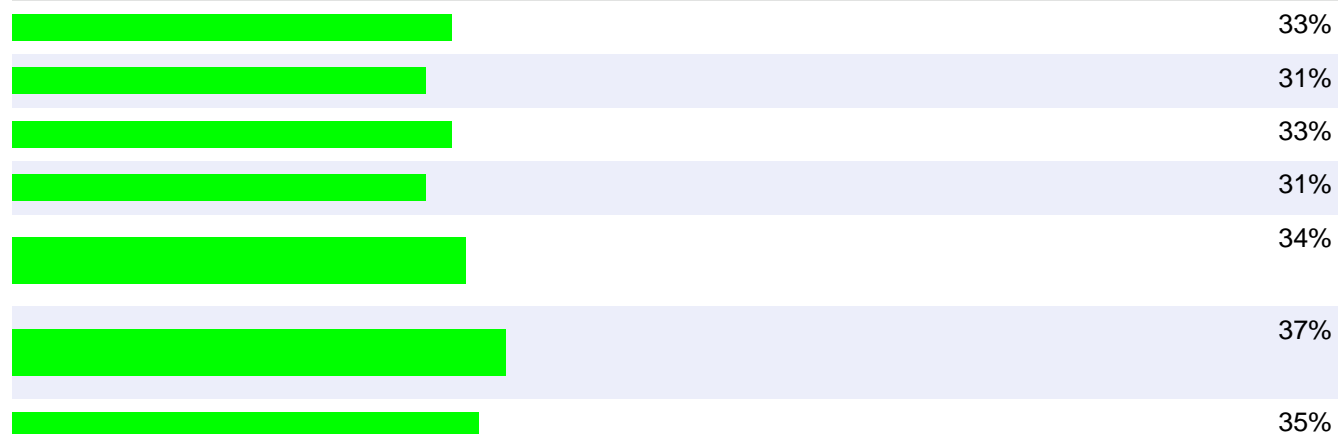
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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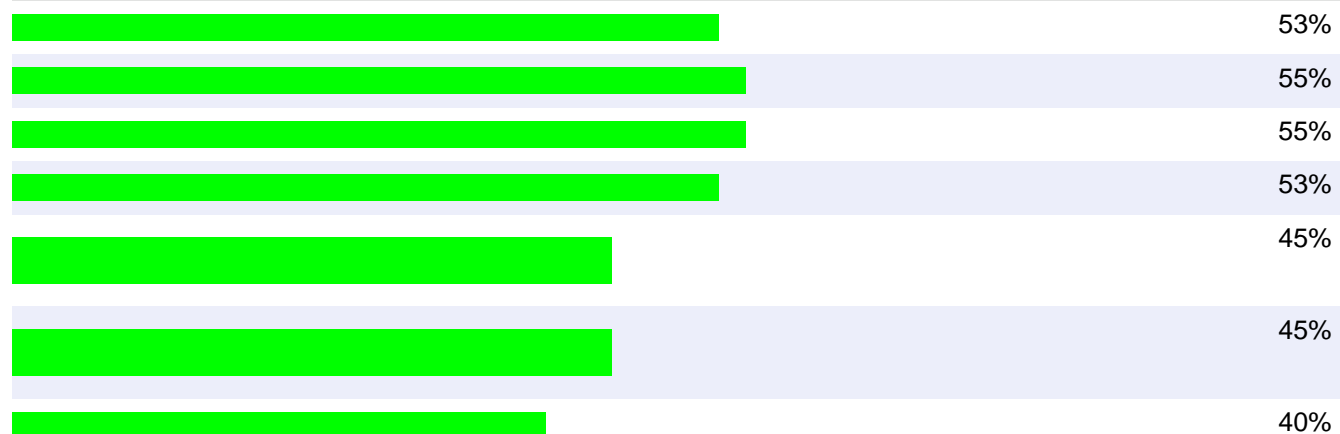
Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.





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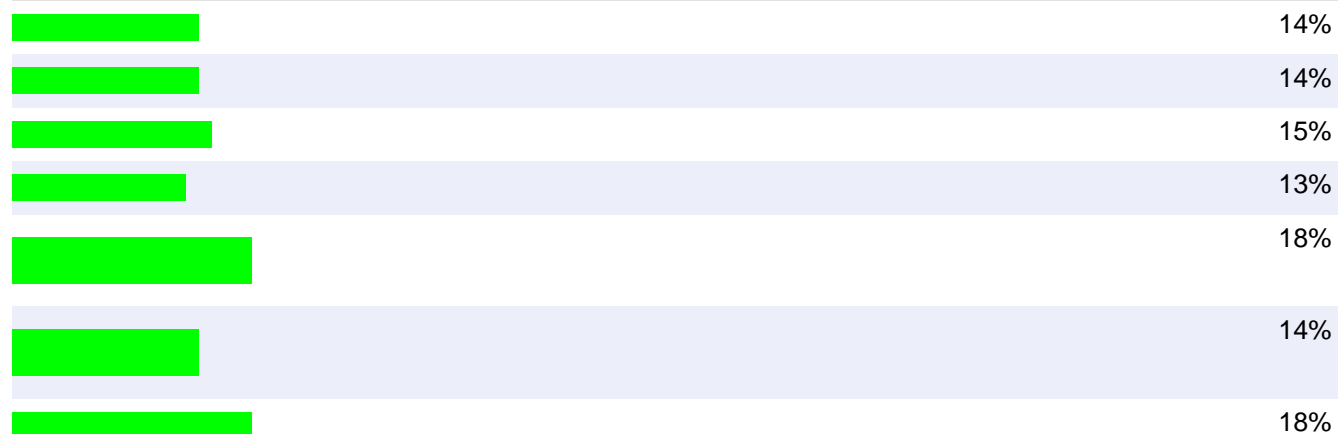
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



# Safety net hospitals

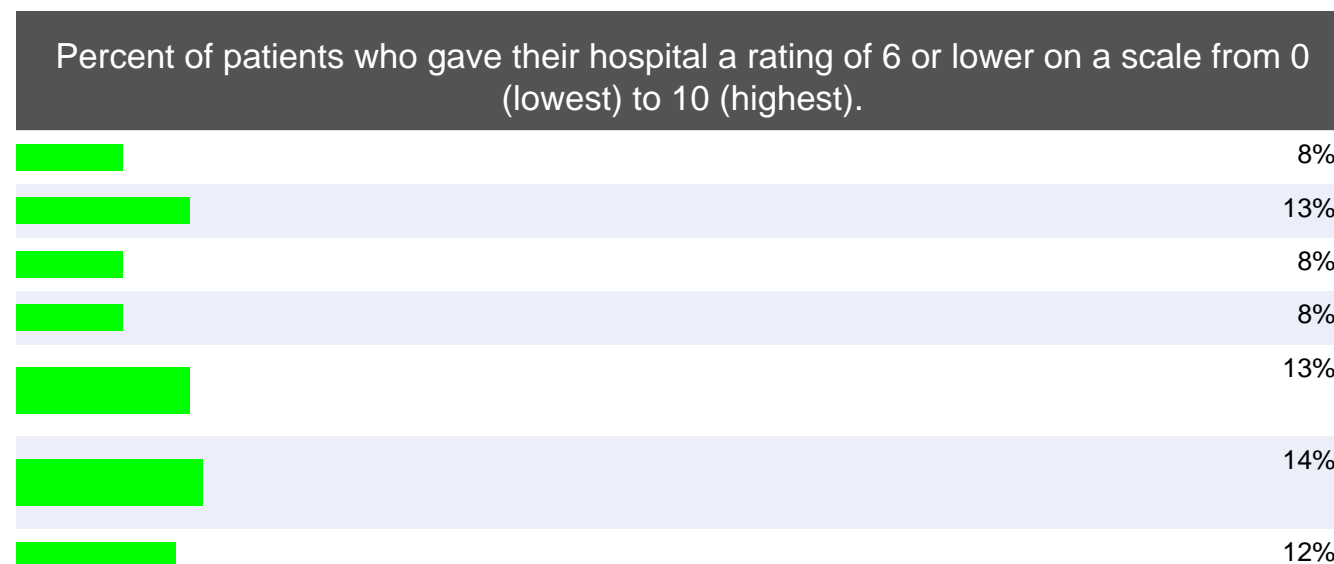
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information about what to do during their recovery at home.



# Safety net hospitals

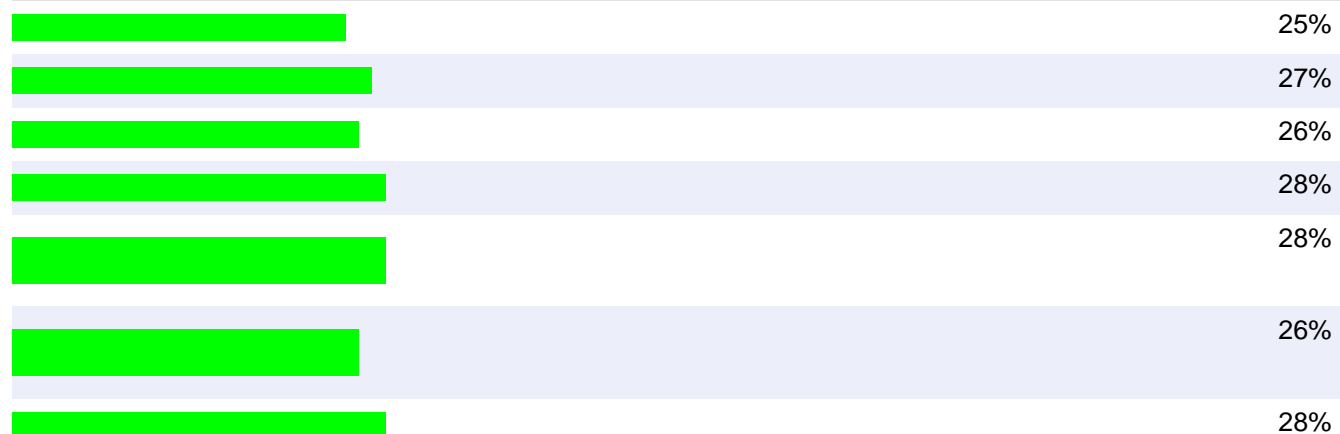
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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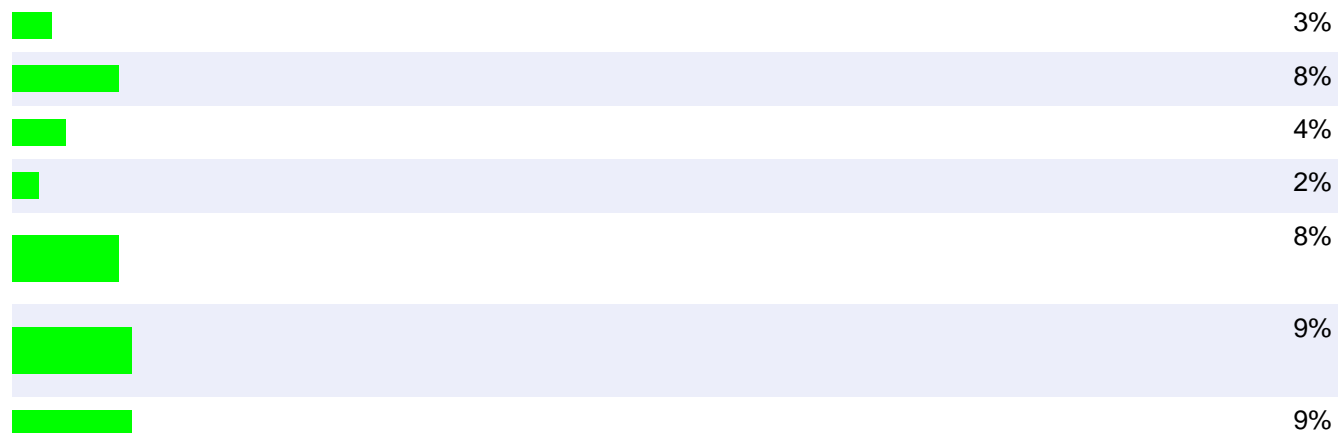
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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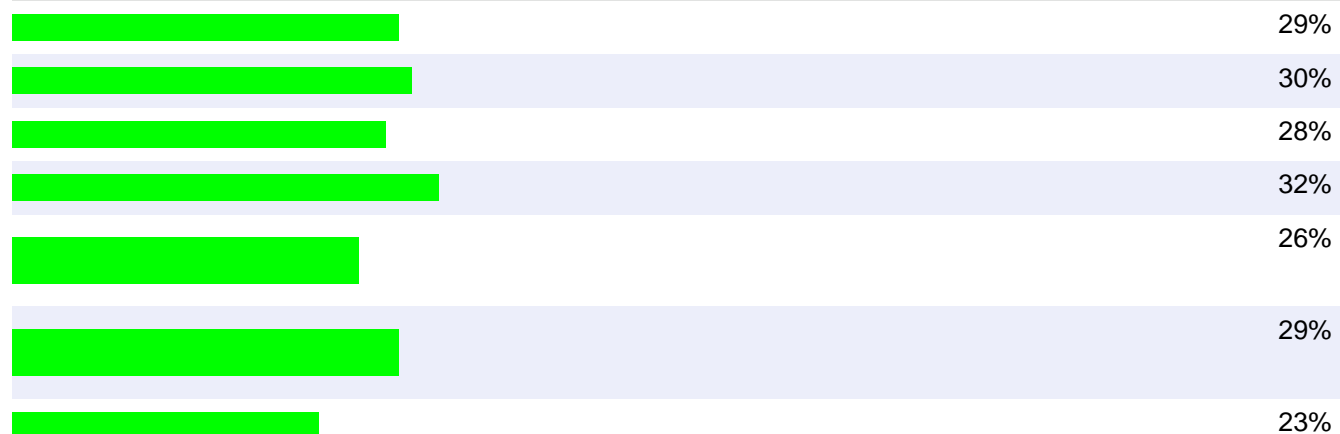
Percent of patients who reported NO, they would not recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would probably recommend the hospital.



# Safety net hospitals

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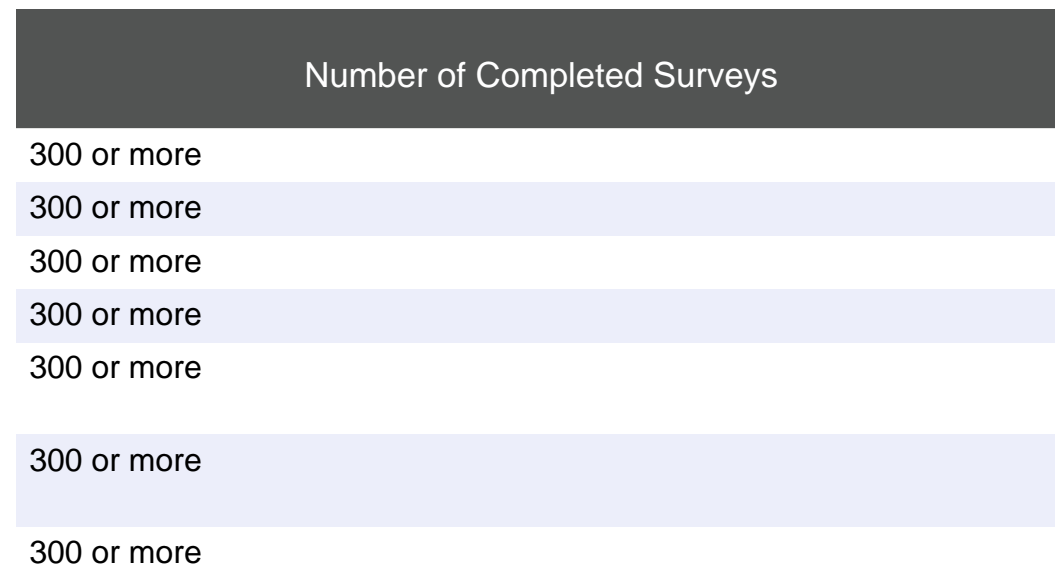
Percent of patients who reported YES, they would definitely recommend the hospital.












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Survey Response Rate Percent	Hospital Footnote
 28%	
 21%	
 20%	
 24%	
 18%	
 26%	There were discrepancies in the data collection process
 37%	